MCTSSA - Operating Forces Support Division

Operating Forces Support Division

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Presenter

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TSOF Project Officer

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Help Desk Manager

Purpose

- To introduce C2PC users to the mission, capabilities and current level of effort of the Operating Forces Support Division.

Our Mission

Provide pre-planned and on-call technical support to the Operating Forces for all Marine Corps tactical C4I systems.

- Deploy technical teams in support of exercises, deployments and contingencies tailored to the needs of the supported unit
- Staff the MARCORSYSCOM C4I Help Desk to provide technical support and troubleshooting to Marines worldwide
- Manage the Technical Support to the Operating Forces (TSOF) contract

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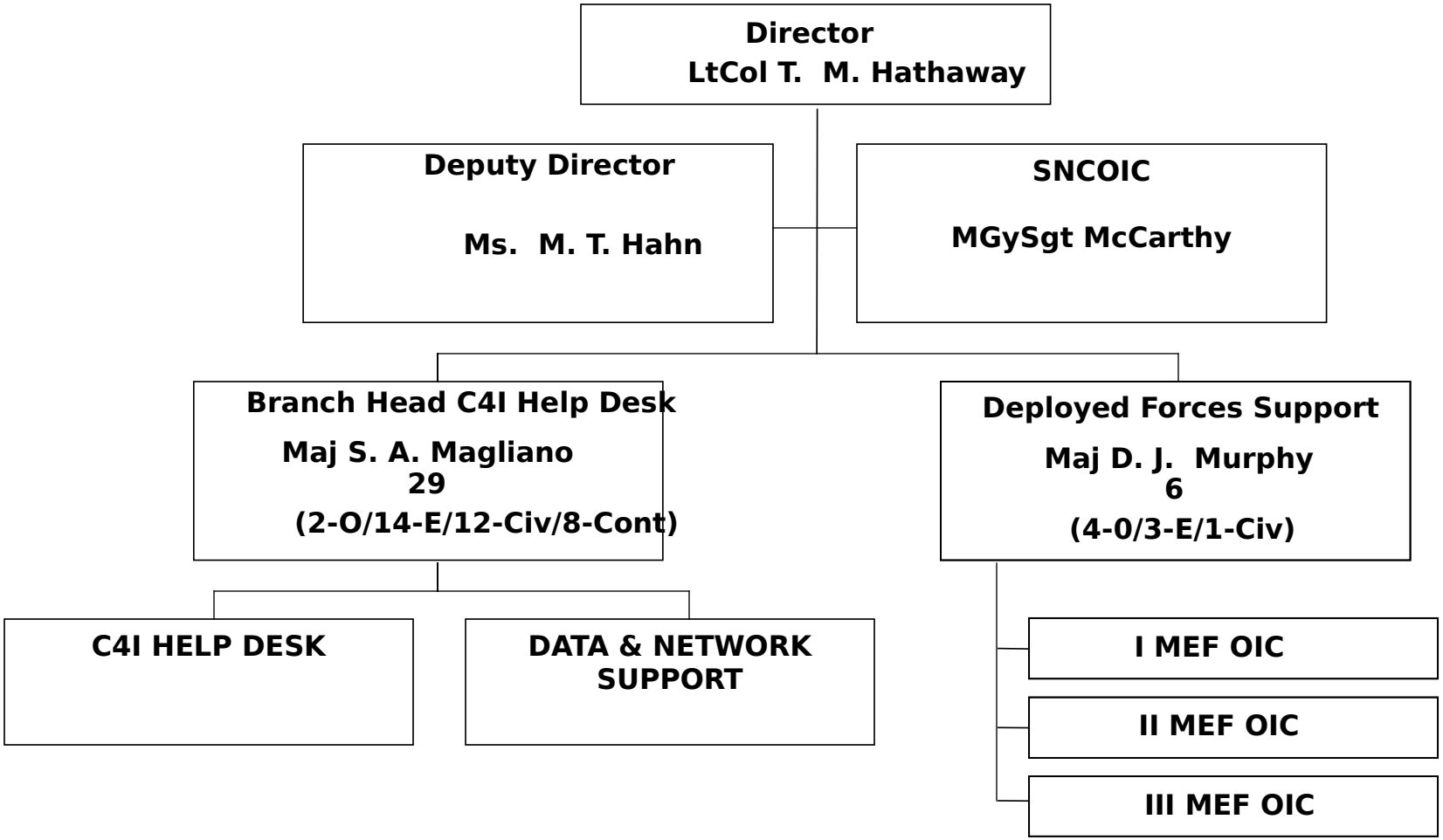
Division Organization

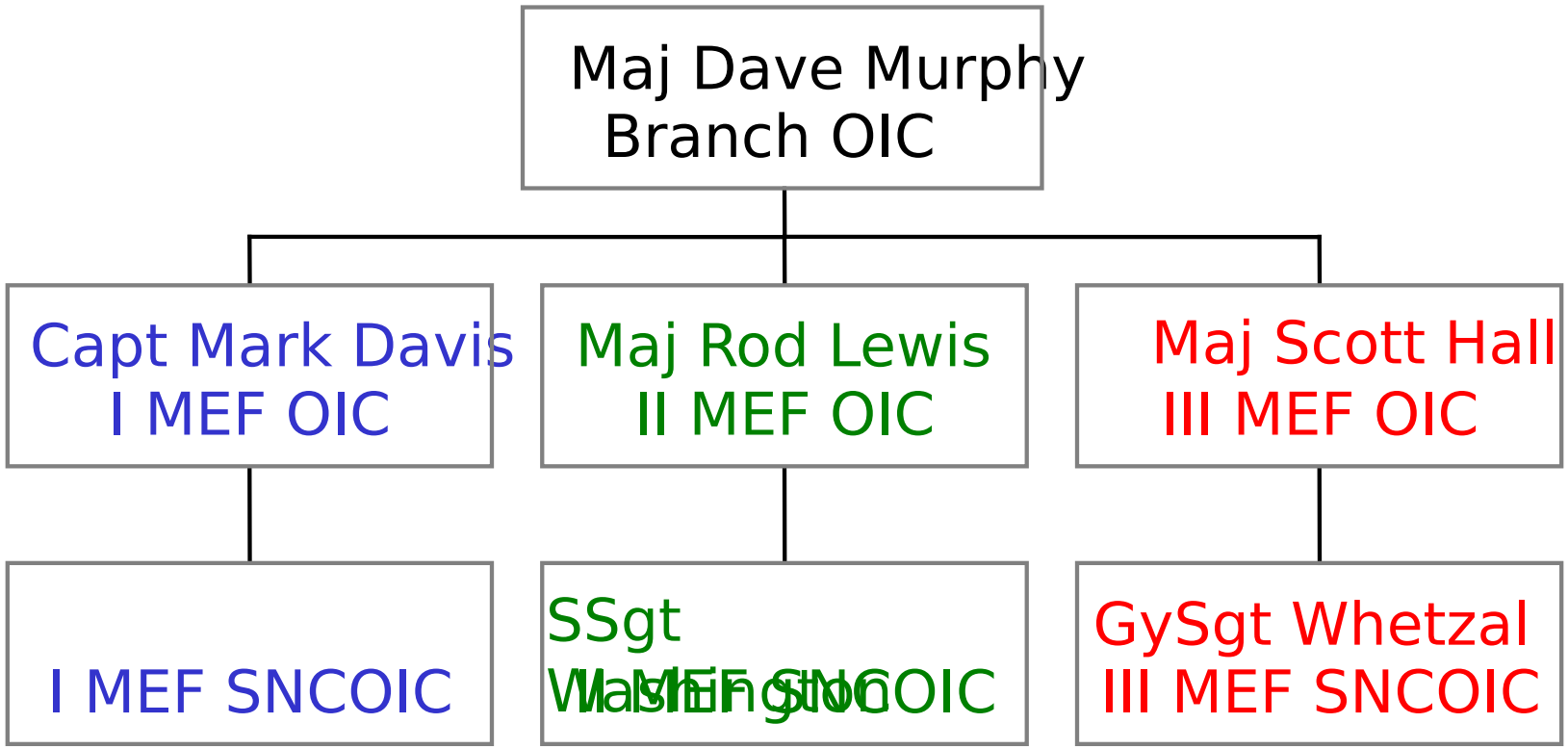


Deployed Support Branch Mission

Provide task-organized technical support teams comprised of Marines, Civil Servants and Contractors during:

- Contingencies
- Exercises
- Operations
- Marine Expeditionary Unit (MEU) work-ups

Branch Organization



Deployed Support Concept

- OIC has overall coordination
- Team leader selected
- Team task-organized from all MCTSSA

Civilian Series

- Computer Scientists
- Electrical Engineers
- Computer Engineers
- Telecommunications Specialists
- Computer Specialists
- Electronic Technicians

Marine MOSs

- Communications Information Systems
- Air Support / Air Defense
- Electronic / Equipment Maintenance
- Tactical Data Systems Repair / Technici
- Aviation Radar / Radio Technician
- Admin / Supply / Logistics

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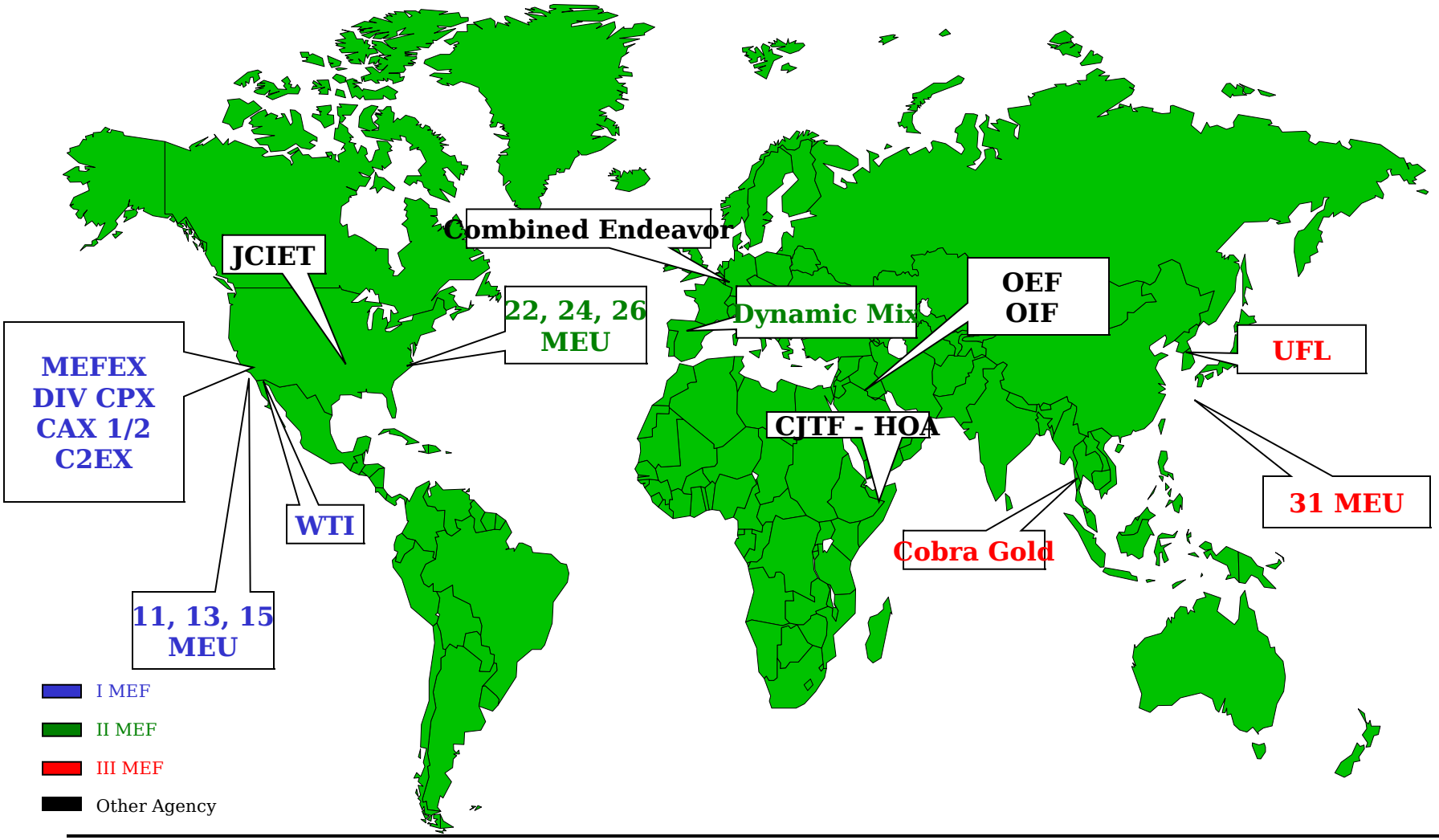
OFSD Deployed Support FY03

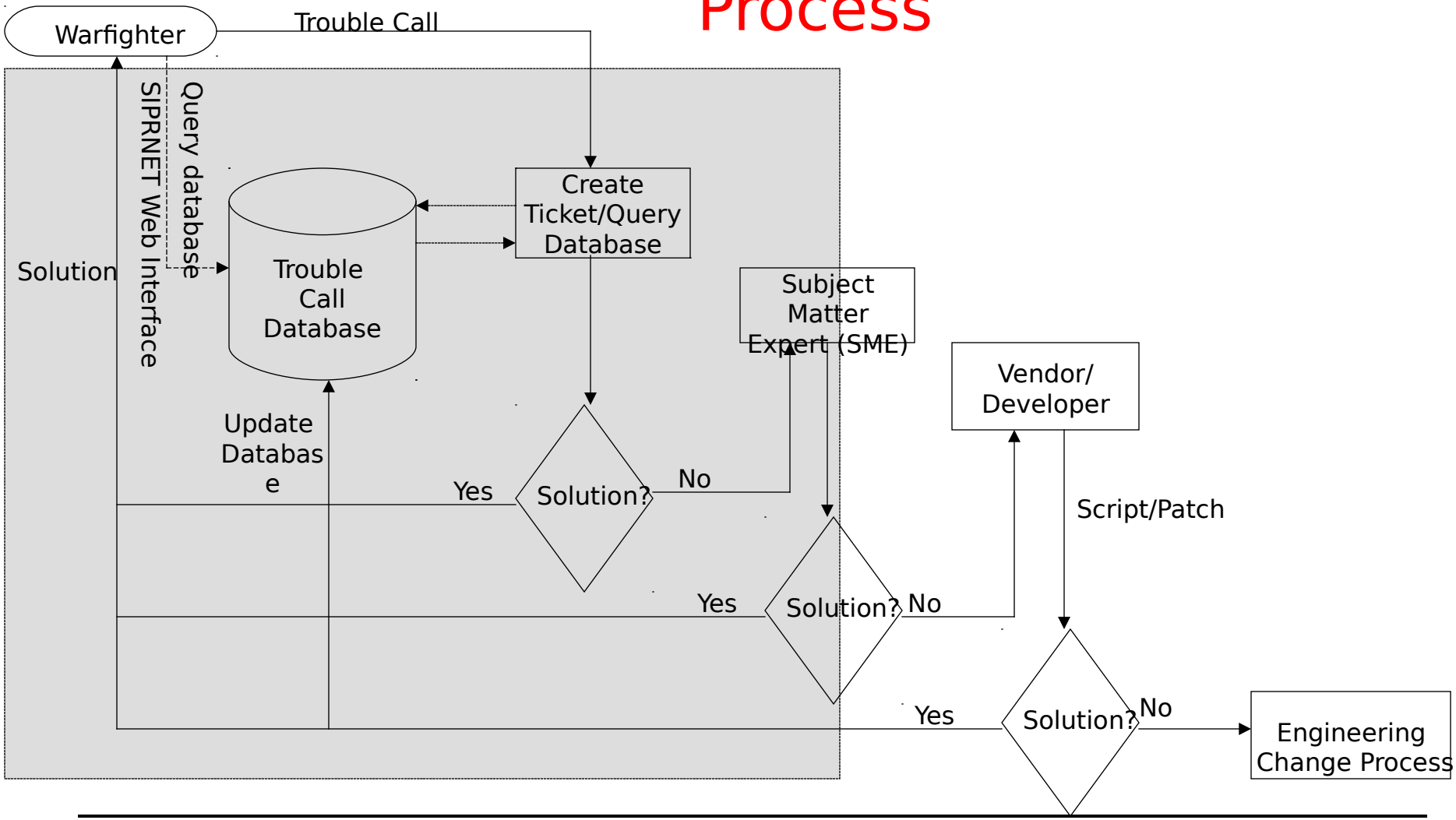


09/07/16

Help Desk Branch Mission

- To serve as the single point of contact in supporting all tactical C4I systems for Marine Forces world-wide.
  - Maintain 7x24* helpdesk coverage
  - Perform problem analysis and resolution
  - Provide customers access to solutions database

C4I Help Desk Problem Resolution Process



Services Provided

- Service Level Agreement (SLA)
- Exercise Support
- Reports to PMs and POs
- Solution Database access
- SIPRNET WEB access
- Help Desk access by phone, e-mail, IRC, or Web
- Help Desk hours 24/7

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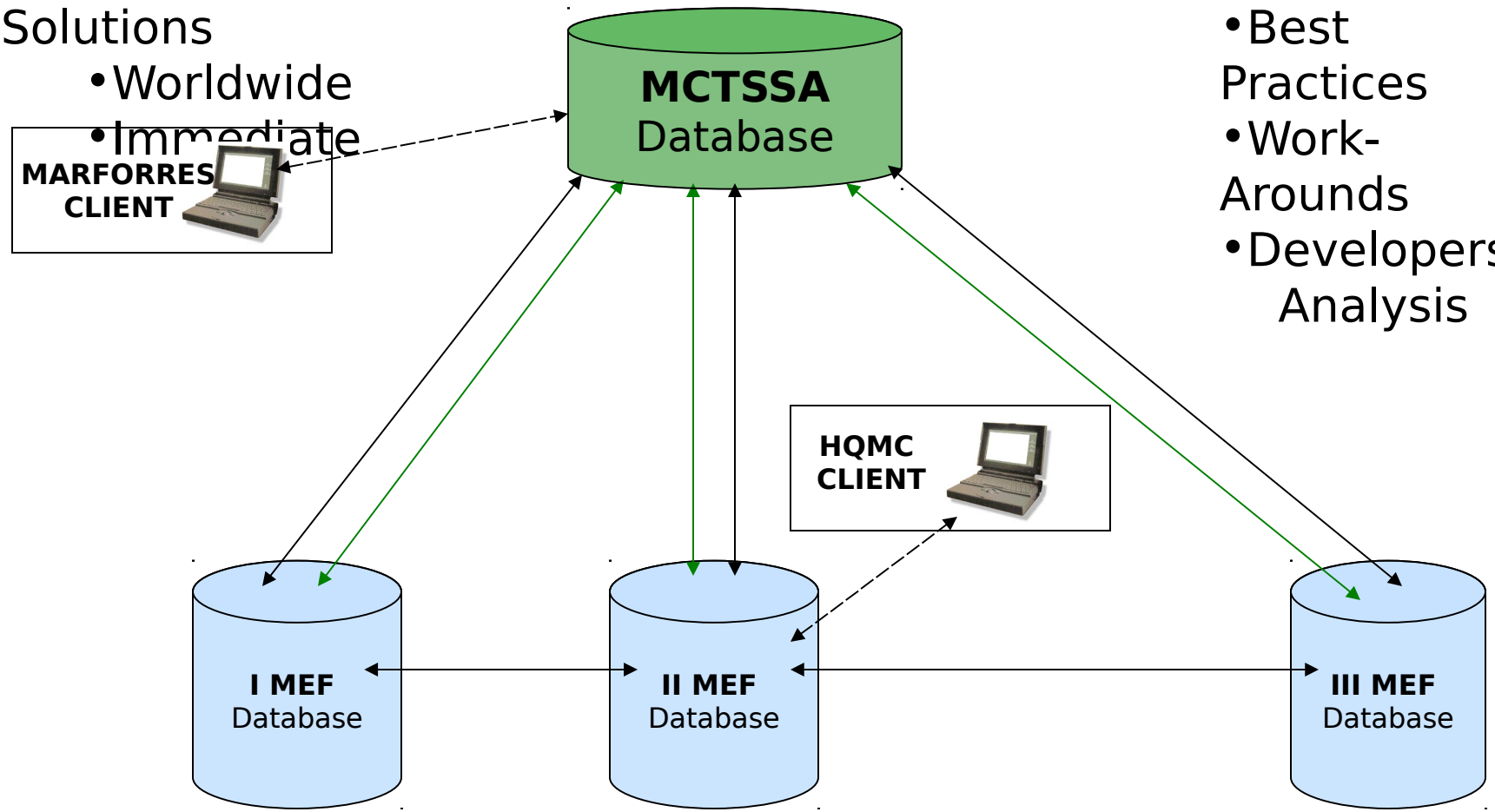
Solutions Database

- Sharing Solutions
  - Worldwide
  - Immediate
- Uses
  - Best Practices
  - Work-Arounds
  - Developers' Analysis



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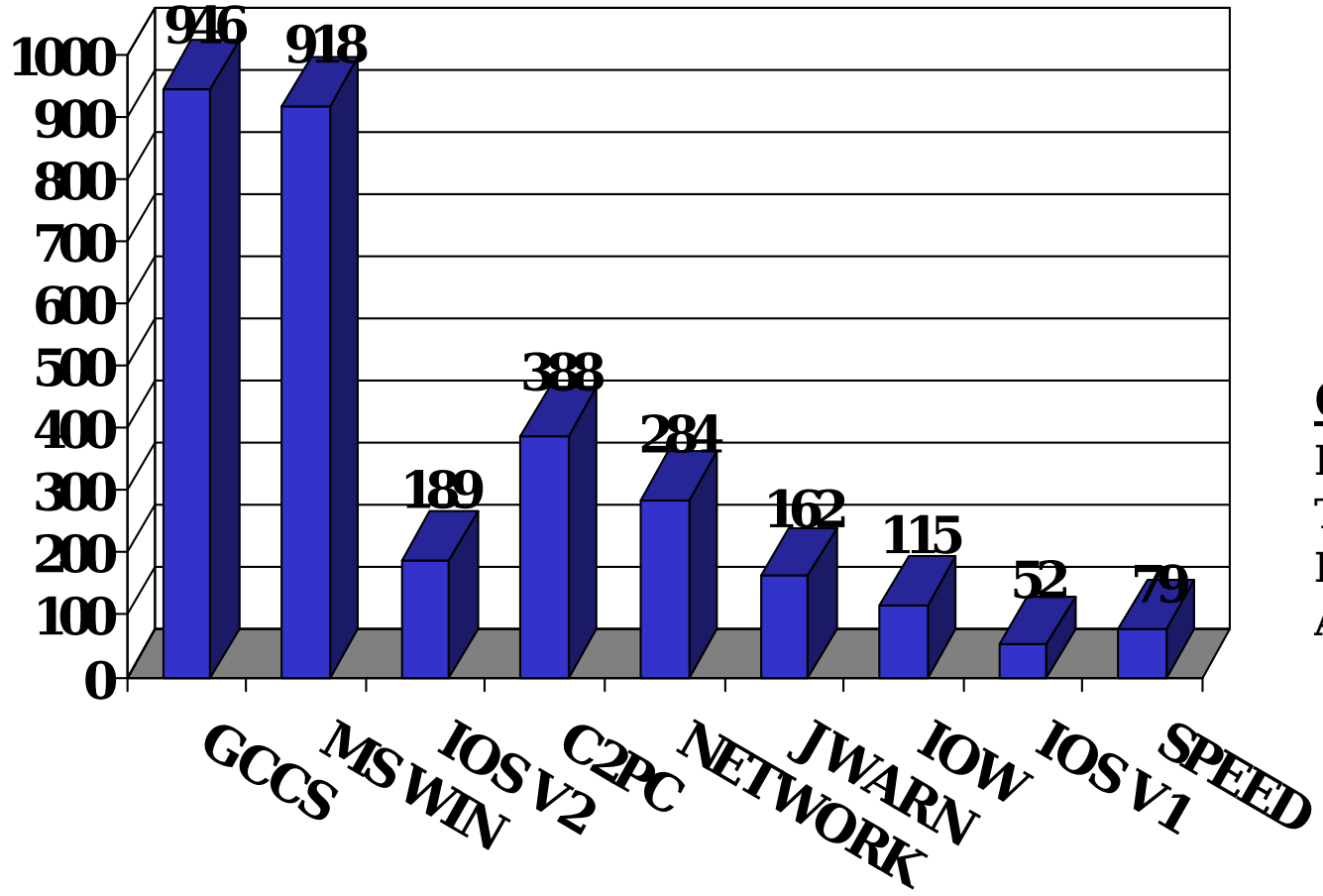
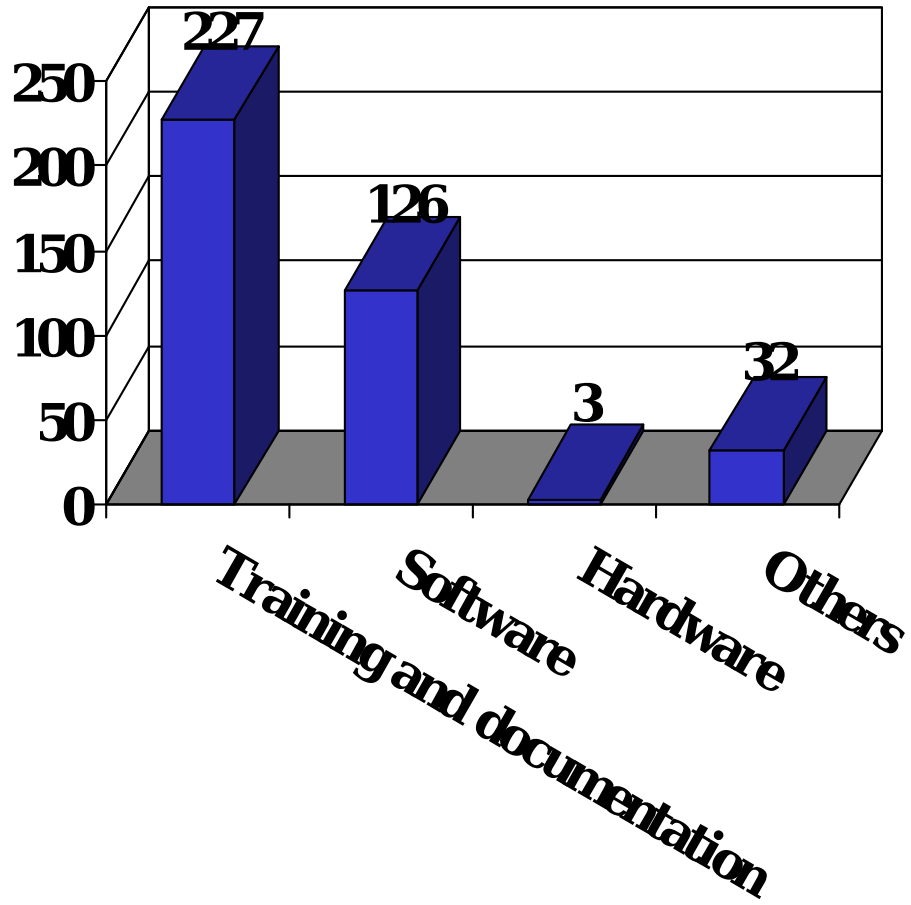
Solutions Entered by System 200



Other Systems

DACT
TBMCS
EPLRS
AFATDS

Cause Category – C2PC



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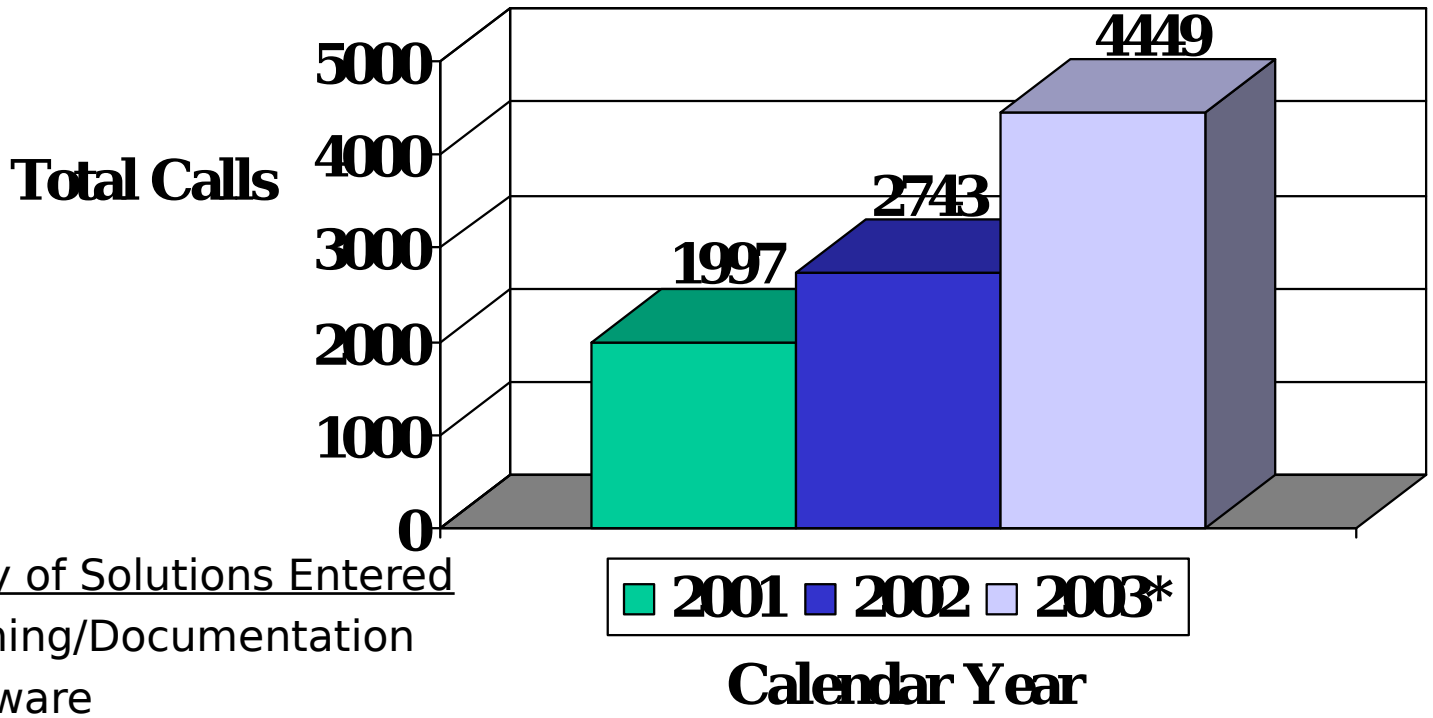
Number of Solutions Entered by Year



- FY03 Summary of Solutions Entered
  - 1796 Training/Documentation
  - 1845 Software
  - 279 Hardware
  - 529 Other

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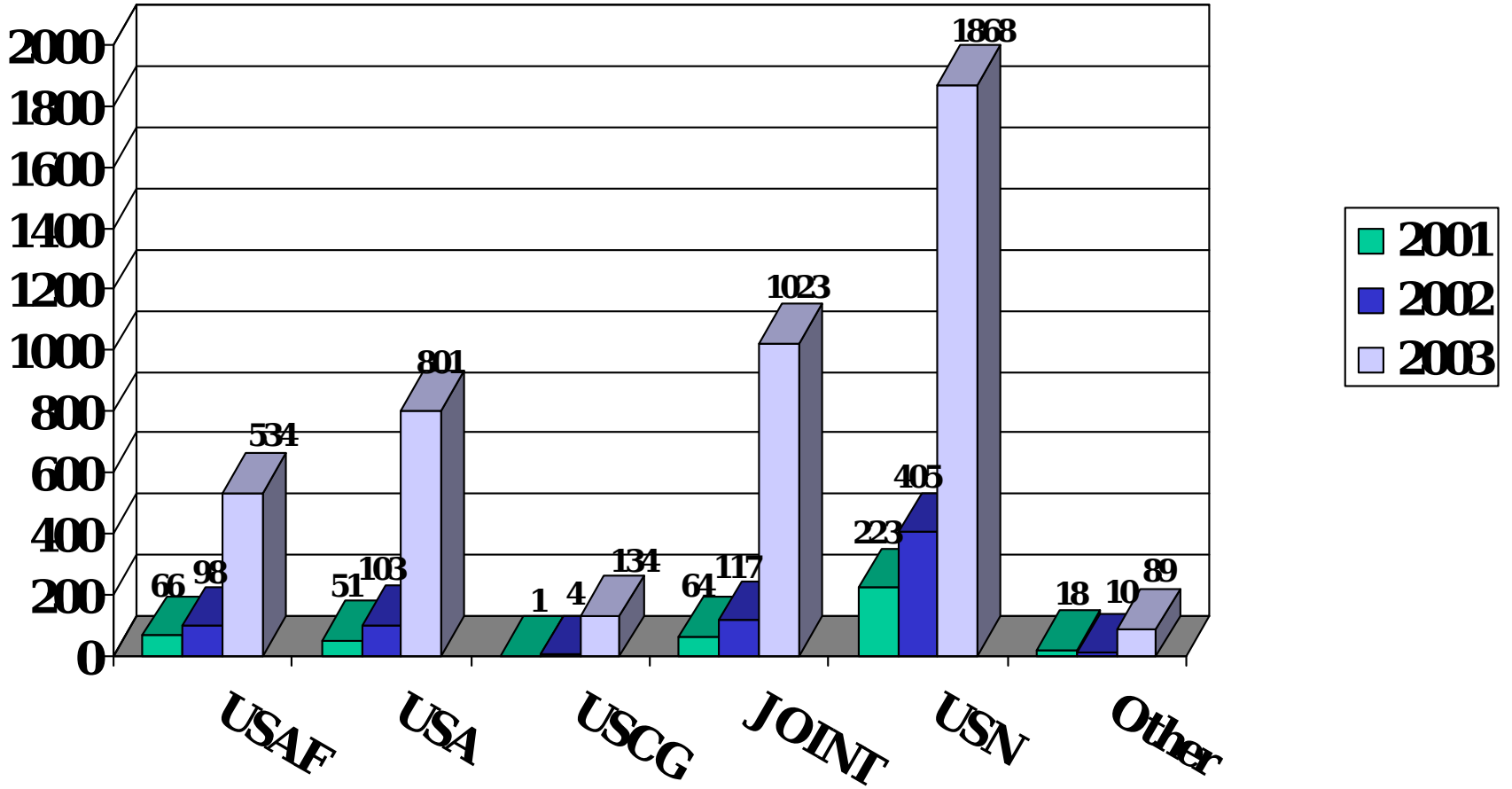
Calls by Service



Web Site

- Web allows Op Forces capability to access Trouble Reports and Solutions Database at anytime
- Keeps C4I System users informed of latest developments
- Provides On-Line Training
- Provides On-Line Documentation
- http://www.mctssa.usmc.smil.mil

Technical Support to the Operating Forces (TSOF)

- On-Site Contractor Support
  - Nine Sites throughout Marine Corp
  - 52 Contracted Engineers Worldwide
  - Fill gap where MOS expertise is missing
  - Over the shoulder training
- Centrally Funded
- Very Successful

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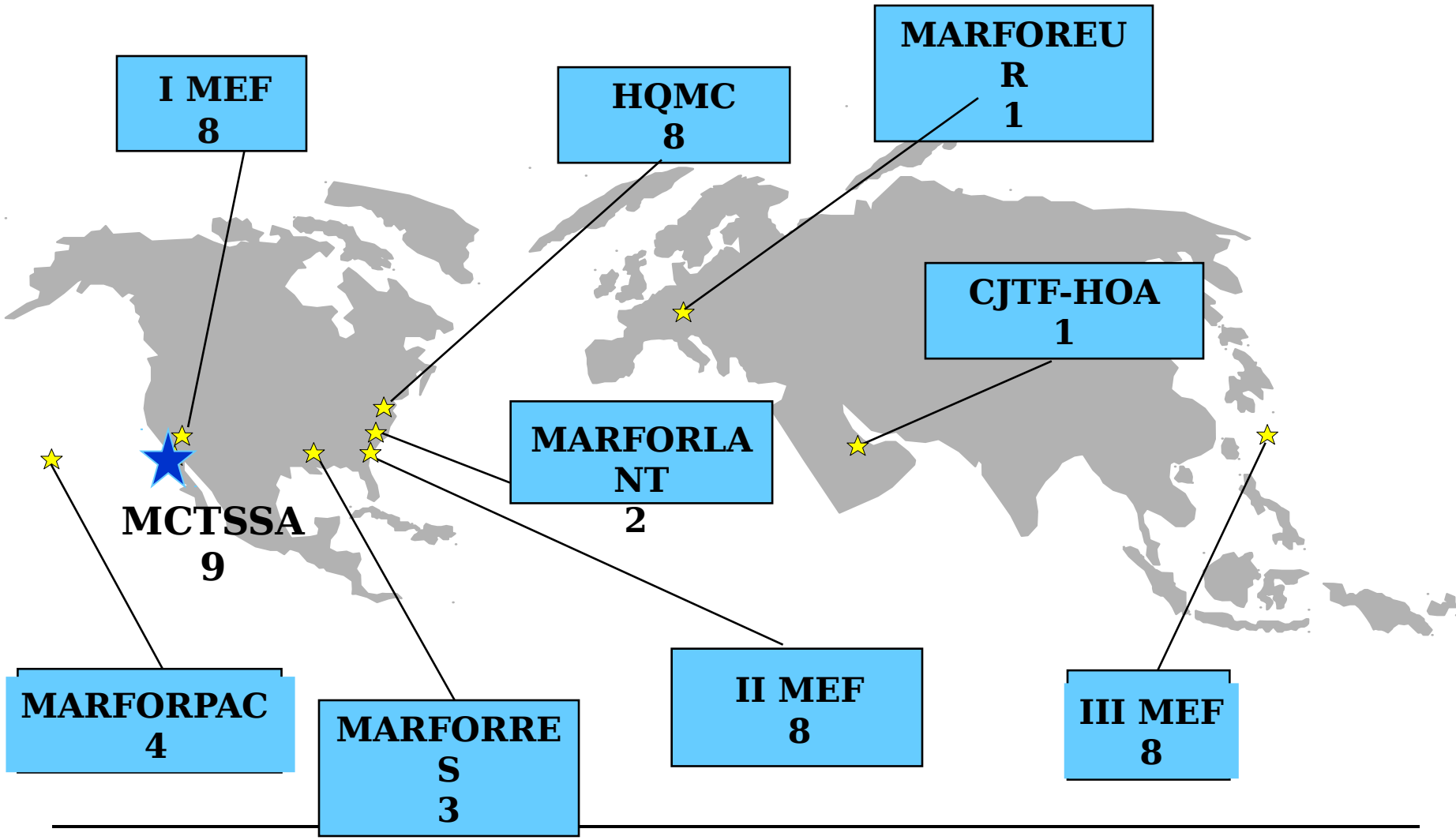
TSOF Contractor Locations



RECENT TSOF REQUESTS

- Funding requirements
  - I MEF request for MCTSSA support
  - 1 man year of funding for I MEF G-6/G-2
  - CJTF-HOA (They funded)
  - 1st MAW (They will fund)
  - MARFOREUR (Interviewing)
  - TDMS (Added 5 contractors…Each MEF, RES and MCTSSA)

Government Service Representatives

- Manage day to day ops of the contractors.
- Ensure tasks are within scope.
- Provide feedback to the PO.
- Provide chow, billeting and transportation during field ops.
- Naval Message when support will be billed to MCTSSA.

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Summary

Goal

Continuous C4I Technical Support

Support to the Operating Forces

C4I Help Desk Branch	Technical Support to the Operating Forces (TSOF)	Deployed Support Branch
-Contingency Suppo -24 x 7 -Single POC -Knowledge Base -System Metrics	-On-Site Contracted Support -Over the shoulder Training -Fill technical void	-Deliberate Support -Exercise Coordination -Build SME Teams -D-30 (FRP / DGSIT)

Operating Forces Support Division

Contact the Help Desk

SIPRNET Website URL:
http://www.mctssa.usmc.smil.mil

1-800-808-7634

COM: (760) 725-0533

DSN: (312) 365-0533

IRC Chat Channel: #MCTSSA

IRC Chat SERVER: irc.mctssa.usmc.smil.mil

NIPRNET EMAIL:
c4i.helpdesk@mctssa.usmc.mil

SIPRNET EMAIL:
[illegible]@mctssa.usmc.smil.mil

QUESTIONS